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Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Labor Commission	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	1 1	1 1	0 0	2 2
		Tony Larsen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 1	3 1	1 0	5 2
	Help Desk	James Stearns	0 0	2 1	0 0	2 1
		Julie VanBeekum	1 1	7 7	0 0	8 8
		Assigned to Individual Total	1 1	9 8	0 0	10 9
	Metro A Desktop Support	Eric Sedgwick	0 0	2 1	0 0	2 1
		Nancy Hachmeister	0 0	15 2	0 0	15 2
		Rodney Austin	0 0	19 12	1 1	20 13
		Assigned to Individual Total	0 0	36 15	1 1	37 16

Labor Commission

			High	Low	Medium	FCR Total
Labor Commission	Metro A Help Desk	Ed Conrad	0 0	5 5	0 0	5 5
		Edward Fortner	0 0	1 1	0 0	1 1
		Liz Evans	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	10 10	0 0	10 10
	Metro A Hosting	Timothy Gendorf	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	7 2	0 0	7 2
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 2	67 36	2 1	71 39

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Labor Commission

	High	Low	Medium	FCR Total
Customer Company Total	2	67	2	71
	2	36	1	39

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Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	**Low**	**Medium**	**MIR Total**
Labor Commission	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	1 0	1 0	0 0	2 0
		Tony Larsen	0 0	0 0	1 1	1 1
		Assigned to Individual Total	1 0	3 0	1 1	5 1
	Help Desk	James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	1 0	7 0	0 0	8 0
		Assigned to Individual Total	1 0	9 0	0 0	10 0
	Metro A Desktop Support	Eric Sedgwick	0 0	2 0	0 0	2 0
		Nancy Hachmeister	0 0	15 0	0 0	15 0
		Rodney Austin	0 0	19 0	1 0	20 0
		Assigned to Individual Total	0 0	36 0	1 0	37 0

Labor Commission

			High	Low	Medium	MIR Total
Labor Commission	Metro A Help Desk	Ed Conrad	0 0	5 0	0 0	5 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro A Hosting	Timothy Gendorf	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	67 1	2 1	71 2

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Labor Commission

	High	Low	Medium	MIR Total
Customer Company Total	2	67	2	71
	0	1	1	2

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Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	2 0.11	0 0.00	2 0.11
		Martin Gonzalez	1 0.00	1 0.65	0 0.00	2 0.32
		Tony Larsen	0 0.00	0 0.00	1 1.29	1 1.29
		Assigned to Individual Total	1 0.00	3 0.29	1 1.29	5 0.43
	Help Desk	James Stearns	0 0.00	2 0.08	0 0.00	2 0.08
		Julie VanBeekum	1 0.00	7 0.01	0 0.00	8 0.01
		Assigned to Individual Total	1 0.00	9 0.02	0 0.00	10 0.02
	Metro A Desktop Support	Eric Sedgwick	0 0.00	2 0.05	0 0.00	2 0.05
		Nancy Hachmeister	0 0.00	15 0.07	0 0.00	15 0.07
		Rodney Austin	0 0.00	19 0.07	1 0.00	20 0.06
		Assigned to Individual Total	0 0.00	36 0.07	1 0.00	37 0.07

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Labor Commission

			High	Low	Medium	ATTIR Total
Labor Commission	Metro A Help Desk	Ed Conrad	0 0.00	5 0.00	0 0.00	5 0.00
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	4 0.01	0 0.00	4 0.01
		Assigned to Individual Total	0 0.00	10 0.01	0 0.00	10 0.01
	Metro A Hosting	Timothy Gendorf	0 0.00	1 1.21	0 0.00	1 1.21
		Assigned to Individual Total	0 0.00	1 1.21	0 0.00	1 1.21
	Voice Operations	Gail Christiansen	0 0.00	1 0.27	0 0.00	1 0.27
		Julie Sabato	0 0.00	2 0.22	0 0.00	2 0.22
		Kelly Johnson	0 0.00	2 0.22	0 0.00	2 0.22
		Romanza Hamblin Sorensen	0 0.00	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	0 0.00	7 0.23	0 0.00	7 0.23
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	0 0.00	1 0.08	0 0.00	1 0.08
	Assigned Group Total		2 0.00	67 0.10	2 0.64	71 0.11

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Labor Commission

	High	Low	Medium	ATTIR Total
Customer Company Total	2 0.00	67 0.10	2 0.64	71 0.11

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Labor Commission	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	1 0	1 0	0 0	2 0
		Tony Larsen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	1 0	3 0	1 0	5 0
	Help Desk	James Stearns	0 0	2 0	0 0	2 0
		Julie VanBeekum	1 0	7 0	0 0	8 0
		Assigned to Individual Total	1 0	9 0	0 0	10 0
	Metro A Desktop Support	Eric Sedgwick	0 0	2 0	0 0	2 0
		Nancy Hachmeister	0 0	15 0	0 0	15 0
		Rodney Austin	0 0	19 0	1 0	20 0
		Assigned to Individual Total	0 0	36 0	1 0	37 0

Labor Commission

			High	Low	Medium	MR Total
Labor Commission	Metro A Help Desk	Ed Conrad	0 0	5 0	0 0	5 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Liz Evans	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro A Hosting	Timothy Gendorf	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		2 0	67 0	2 0	71 0

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Labor Commission

	High	Low	Medium	MR Total
Customer Company Total	2 0	67 0	2 0	71 0

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Labor Commission	Application Services	Dustin Crump	0 0.00	2 1.10	0 0.00	2 1.10
		Martin Gonzalez	1 0.06	1 1.61	0 0.00	2 0.84
		Tony Larsen	0 0.00	0 0.00	1 1.29	1 1.29
		Assigned to Individual Total	**1 0.06**	**3 1.27**	**1 1.29**	**5 1.03**
	Help Desk	James Stearns	0 0.00	2 0.08	0 0.00	2 0.08
		Julie VanBeekum	1 0.00	7 0.14	0 0.00	8 0.13
		Assigned to Individual Total	**1 0.00**	**9 0.13**	**0 0.00**	**10 0.12**
	Metro A Desktop Support	Eric Sedgwick	0 0.00	2 0.06	0 0.00	2 0.06
		Nancy Hachmeister	0 0.00	15 0.17	0 0.00	15 0.17
		Rodney Austin	0 0.00	19 0.22	1 0.00	20 0.21
		Assigned to Individual Total	**0 0.00**	**36 0.19**	**1 0.00**	**37 0.19**

Labor Commission

			High	Low	Medium	ATTR Total
Labor Commission	Metro A Help Desk	Ed Conrad	0 0.00	5 0.07	0 0.00	5 0.07
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Liz Evans	0 0.00	4 0.10	0 0.00	4 0.10
		Assigned to Individual Total	0 0.00	10 0.08	0 0.00	10 0.08
	Metro A Hosting	Timothy Gendorf	0 0.00	1 1.21	0 0.00	1 1.21
		Assigned to Individual Total	0 0.00	1 1.21	0 0.00	1 1.21
	Voice Operations	Gail Christiansen	0 0.00	1 0.27	0 0.00	1 0.27
		Julie Sabato	0 0.00	2 0.33	0 0.00	2 0.33
		Kelly Johnson	0 0.00	2 1.40	0 0.00	2 1.40
		Romanza Hamblin Sorensen	0 0.00	2 1.06	0 0.00	2 1.06
		Assigned to Individual Total	0 0.00	7 0.84	0 0.00	7 0.84
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	0 0.00	1 0.22	0 0.00	1 0.22
	Assigned Group Total		2 0.03	67 0.30	2 0.64	71 0.30

Labor Commission

	High	Low	Medium	ATTR Total
Customer Company Total	2	67	2	71
	0.03	0.30	0.64	0.30

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Labor Commission

Detail

INC000000531759	Louis Silva	Mobile Devices	None	Droid		TIR Missed: No		0.16
	Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No		1.83
INC000000541922	Joy Lawrence	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.12
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No		0.12
INC000000542017	Jamie Kittrell	PC/Laptop	Performance	None		TIR Missed: No		0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No		0.05
INC000000542133	Monica Smith-Austen	Application	None	Internet Explorer		TIR Missed: No		0.13
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No		0.15
INC000000542308	Jamie Kittrell	PC/Laptop	Performance	None		TIR Missed: No		0.22
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No		0.22
INC000000542483	Chelsea Edwards	None	None	None		TIR Missed: No		0.07
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No		0.07
INC000000542526	Jennifer Roundy	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No		0.02
INC000000543125	Kerry Chlarson	Application	Error	Gmail		TIR Missed: No		0.06
	Application Services	Dustin Crump	Labor Commission	Low	Closed	TTR Missed: No		0.36
INC000000543438	Lisa Robinson	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No		0.00
INC000000543539	Harold Stephens	Application	Password	Utah Master Directory		TIR Missed: No		0.16
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No		0.16
INC000000543755	Jerry Parkstone	Telecom	Voice Mail	Telephone		TIR Missed: No		0.27
	Voice Operations	Gail Christiansen	Labor Commission	Low	Closed	TTR Missed: No		0.27
INC000000543850	James E Johnston	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Eric Sedgwick	Labor Commission	Low	Closed	TTR Missed: No		0.00
INC000000544346	Lola Chacon	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No		0.05
INC000000544348	Felix Desiena	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No		0.03
INC000000544610	Patricia Cormey	None	None	None		TIR Missed: No		0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No		0.00
INC000000544661	Donald Walker	None	None	None		TIR Missed: No		0.00
	Metro A Help Desk	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No		0.00

Labor Commission

INC000000545281	Monica Smith-Austen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000545854	Heather Gunnarson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.07
INC000000545877	Ami Windham	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.18
INC000000546274	Jennifer Roundy	Telecom	None	None	TIR Missed:	No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.98
INC000000546480	Jennifer Roundy	Application	Error	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.22
INC000000546589	Ami Windham	PC/Laptop	None	None	TIR Missed:	No	0.17
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.66
INC000000546597	Richard LaJeunesse	Application	Password	Utah Master Directory	TIR Missed:	No	0.04
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.63
INC000000546604	Alicia Zavala-Lopez	Telecom	Call Management	Telephone	TIR Missed:	No	0.12
	Voice Operations	Julie Sabato	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000546726	Deedee Brunatti	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Medium	Closed	TTR Missed: No	0.00
INC000000546783	Amra Ferhatbegovic	PC/Laptop	Performance	None	TIR Missed:	No	0.03
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000546863	Connie Zaccheo	Telecom	Hardware	Telephone	TIR Missed:	No	0.33
	Voice Operations	Julie Sabato	Labor Commission	Low	Closed	TTR Missed: No	0.33
INC000000546910	Karla Rush	None	None	None	TIR Missed:	Yes	1.29
	Application Services	Tony Larsen	Labor Commission	Medium	Closed	TTR Missed: No	1.29
INC000000548553	Eldon Tryon	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.15
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.48
INC000000548849	Dave Bloomfield	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000549640	Jennifer Gren	None	None	None	TIR Missed:	No	0.37
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.37
INC000000550048	Jamie Kittrell	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.39
INC000000550101	Ami Windham	None	None	None	TIR Missed:	No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.03

Labor Commission

INC000000550400	Louis Silva	Network	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.12
INC000000550458	David Lamb	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.03
INC000000550461	Jamie Kittrell	Application	None	None		TIR Missed: No	0.11
Metro A Desktop Support		Eric Sedgwick	Labor Commission	Low	Resolved	TTR Missed: No	0.12
INC000000550594	Sherrie Hayashi	Telecom	Hardware	Telephone		TIR Missed: No	0.08
Voice/Data/WAN Services		Mike Johnson	Labor Commission	Low	Resolved	TTR Missed: No	0.22
INC000000550651	David Lamb	Application	None	Proofpoint Email Security		TIR Missed: No	0.00
Application Services		Martin Gonzalez	Labor Commission	High	Resolved	TTR Missed: No	0.06
INC000000550769	Andy Gonzalez	Telecom	Voice Mail	Telephone		TIR Missed: No	0.36
Voice Operations		Romanza Hamblin Sorensen	Labor Commission	Low	Resolved	TTR Missed: No	1.14
INC000000550847	Randy E Morris	Server	None	None		TIR Missed: Yes	1.21
Metro A Hosting		Timothy Gendorf	Labor Commission	Low	Resolved	TTR Missed: No	1.21
INC000000551068	Jennifer Gren	PC/Laptop	None	None		TIR Missed: No	0.05
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.27
INC000000551200	Jamie Kittrell	Application	None	Novell Messenger		TIR Missed: No	0.09
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.09
INC000000551206	Patricia Cormey	Network	Performance	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000551252	David Lamb	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Labor Commission	High	Resolved	TTR Missed: No	0.00
INC000000551346	Patsy Ortega	None	None	None		TIR Missed: No	0.00
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.02
INC000000551599	Patricia Cormey	Network	Error	None		TIR Missed: No	0.00
Help Desk		James Stearns	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000551716	Jerry Parkstone	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
Metro A Desktop Support		Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.11
INC000000551884	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000551976	Karla Rush	PC/Laptop	None	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000552175	Monica Smith-Austen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00

Labor Commission

Incident	Name	Category	Sub	Item	Priority	Status	TIR/TTR Missed	Time
INC000000552197	Karla Staker	None	None	None			TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.05
INC000000552229	Erin Latta	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	0.12
INC000000552330	Shaheen Safiullah	Application	None	Novell GroupWise 32-bit Window			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission		Low	Resolved	TTR Missed: No	0.25
INC000000552649	Jennifer Roundy	PC/Laptop	None	None			TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Resolved	TTR Missed: No	0.04
INC000000552913	Patsy Ortega	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.36
INC000000553189	Heather Gunnarson	Telecom	Voice Mail	Telephone			TIR Missed: No	0.25
	Voice Operations	Kelly Johnson	Labor Commission		Low	Resolved	TTR Missed: No	1.82
INC000000553302	Patsy Ortega	Application	Error	None			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.92
INC000000553309	Thuy Nguyen	None	None	None			TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.04
INC000000553374	Kerry Chlarson	Telecom	Voice Mail	Telephone			TIR Missed: No	0.20
	Voice Operations	Kelly Johnson	Labor Commission		Low	Resolved	TTR Missed: No	0.98
INC000000553411	Karla Rush	PC/Laptop	None	None			TIR Missed: No	0.21
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.22
INC000000553573	Tonya Gallegos	None	None	None			TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Labor Commission		Low	Resolved	TTR Missed: No	0.40
INC000000553617	Karla Rush	Application	Error	Novell GroupWise			TIR Missed: No	0.65
	Application Services	Martin Gonzalez	Labor Commission		Low	Resolved	TTR Missed: No	1.61
INC000000553676	Jennifer Roundy	Application	None	Novell GroupWise			TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.12
INC000000553681	Aurora Holley	PC/Laptop	None	None			TIR Missed: No	0.17
	Metro A Desktop Support	Rodney Austin	Labor Commission		Low	Resolved	TTR Missed: No	1.08
INC000000553714	Kate McNeill	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	0.00
INC000000553903	Greg Wright	Application	None	PGP			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission		Low	Resolved	TTR Missed: No	0.00
INC000000554116	Heather Gunnarson	None	None	None			TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission		Low	Resolved	TTR Missed: No	0.00

Labor Commission							

INC000000554339	Patsy Ortega	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.12
INC000000554382	Paul C. Cannon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000554706	Kate McNeill	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.38
INC000000554894	Monica Smith-Austen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00